Benefits of Implementing an IWMS
Presenting a series of Tririga Case Studies.

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Tririga Case Studies

- Background
- Case Studies
  - GE
  - Nokia
  - BCHydro
  - Woodside Energy
  - Canadian Tire

**Implementing Tririga, places you in good company.**

TRIRIGA Corporate Overview

TRIRIGA is the Gartner leading software solution for Integrated Workplace Management Systems (IWMS)

- **Recognized for industry leadership**
  Award-winning TRIRIGA Real Estate Environmental Sustainability (TREES) solution reduces energy consumption and emissions

- **Over 200 customers across industries**
  Strong success in public sector, energy, retail and financial services, including more than one-third of Fortune 100

- **A single solution to help customers manage the lifecycle of real estate and facilities assets**
  Real estate management; capital project management; facility space management; facility maintenance; and energy and environmental management

TRIRIGA improves performance in three key areas
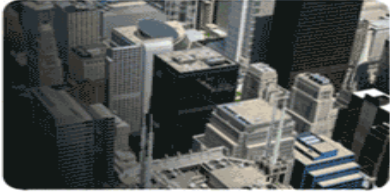
Improves Real Estate Operations

- Pre-built business applications
- Automated workflow processes
- Critical action alerts

Increases Return on Facility Assets

- Pre-built performance metrics
- Embedded industry benchmarks
- Multi-dimensional analysis

Reduces Energy Use and Carbon Emissions

- Award winning energy and environmental software
- Energy, Water, Waste and Carbon tracking
- Environmental investment analysis

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Key Value Propositions

RE Portfolio Management

- Understand real estate requirements due to expansion or M&A Activities
- Visibility to lease/rental transactions events can allow opportunities to secure below market rates or vacate under-performing locations
- Incorporate demographics into real estate location decisions

Capital Projects

- Ability to identify priorities for funding
- Understand project risks and financial benefits of potential investments for better decision making
- View performance metrics
- Understand payback periods and annual savings
- Improve project delivery by accelerating schedules
- Accurate costing information by connecting to RSMeans

Space Management

- Understand and Improve facility utilization by geography, location, and organization
- Implement a mobility strategy
- Track locks and keys
- Implement streamlined move, add, change processes
- Capture paper CAD based documentation in an electronic repository for better access

Operations

- Reduce response times to repair requests
- Reduce inspection violations
- Minimize lost productivity resulting from facility downtime
- Improve funding visibility for better funding decisions
- Maximize maintenance staff utilization
- Contain maintenance costs
- Increase the frequency of deficiency reporting
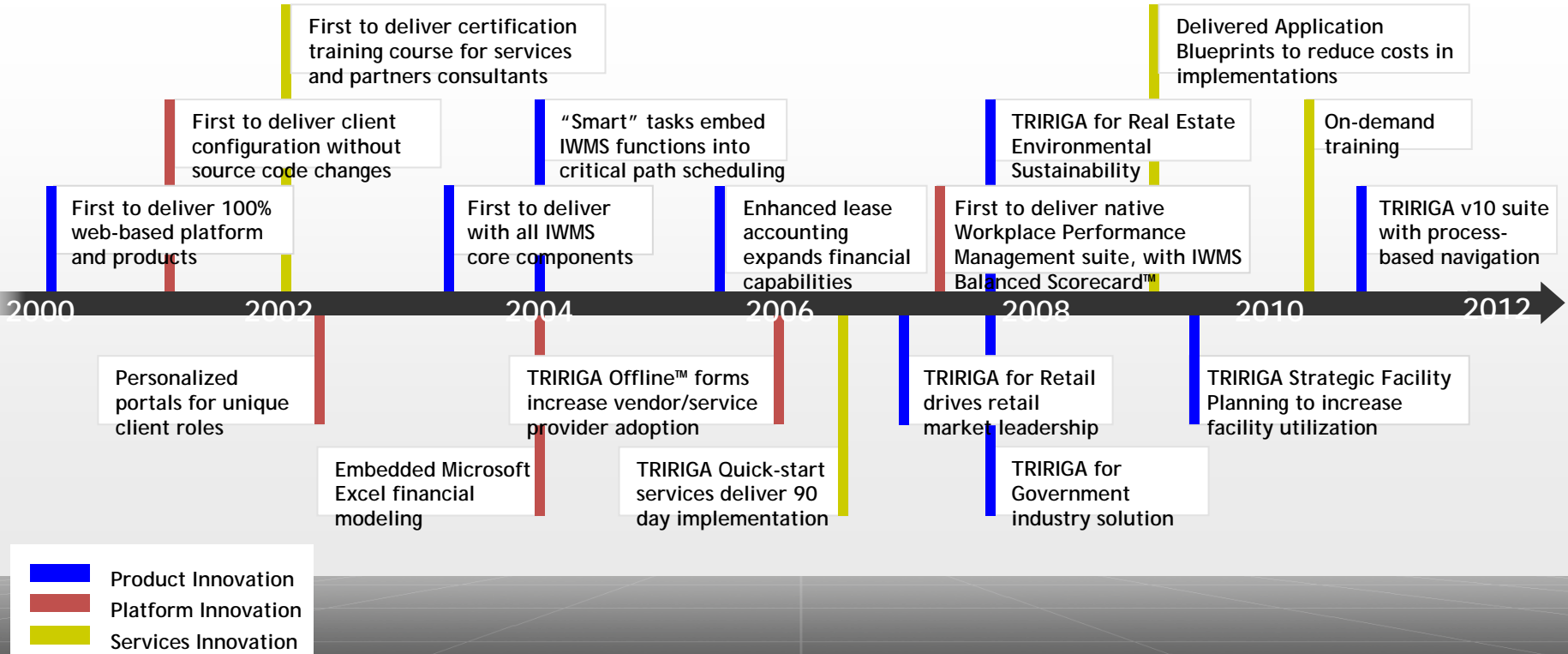
Energy & Environmental Sustainability

- Uncover viable environmental projects
- Provide data to assist in project prioritization - concrete analysis of financial and environmental benefits
- Focus on long-term planning analytics to identify trends and enable comparisons over time
- Track financial and environmental progress of the projects against defined targets.

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TRIRIGA has a proven history of innovation

First to deliver certification training course for services and partners consultants

First to deliver client configuration without source code changes

"Smart" tasks embed IWMS functions into critical path scheduling

Delivered Application Blueprints to reduce costs in implementations

On-demand training

First to deliver 100% web-based platform and products

First to deliver with all IWMS core components

Enhanced lease accounting expands financial capabilities

TRIRIGA for Real Estate Environmental Sustainability

First to deliver native Workplace Performance Management suite, with IWMS Balanced Scorecard™

TRIRIGA v10 suite with process-based navigation

2000   2002   2004   2006   2008   2010   2012

Personalized portals for unique client roles

TRIRIGA Offline™ forms increase vendor/service provider adoption

TRIRIGA for Retail drives retail market leadership

TRIRIGA Strategic Facility Planning to increase facility utilization

Embedded Microsoft Excel financial modeling

TRIRIGA Quick-start services deliver 90 day implementation

TRIRIGA for Government industry solution

Legend:
- **Product Innovation**
- **Platform Innovation**
- **Services Innovation**

Industry analysts validate TRIRIGA's leadership

Gartner

"TRIRIGA's strong sustainability module, TRIRIGA Real Estate Environmental Sustainability (TREES) and its early promotion of FASB changes that will have a profound effect on the real estate industry are two examples of why it is the leading vendor on "Completeness of Vision" (X axis) in the Gartner Magic Quadrant for Integrated Workplace Management Systems."
Rob Schafer, Research Director - Integrated Workplace Management Systems, 2011

AMR Research

"Our Clean Technology Award winner, TRIRIGA, has developed enterprise-class sustainability software that provides a virtually unique platform for tracking energy usage in a broad real estate portfolio."
Dr. Stephen Stokes, Managing Vice President of Sustainability, 2009

iwmsnews
INTELLIGENT WORKPLACE MANAGEMENT

"TRIRIGA is the dominant leader in terms of vision on the Integrated Workplace Management Systems Market"

"TRIRIGA's Corporate Strategy is thorough and extremely professional"
Steven Hanks, CEO, 2009

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TRIRIGA is a leader in the "Leaders" quadrant of the Gartner IWMS Magic Quadrant
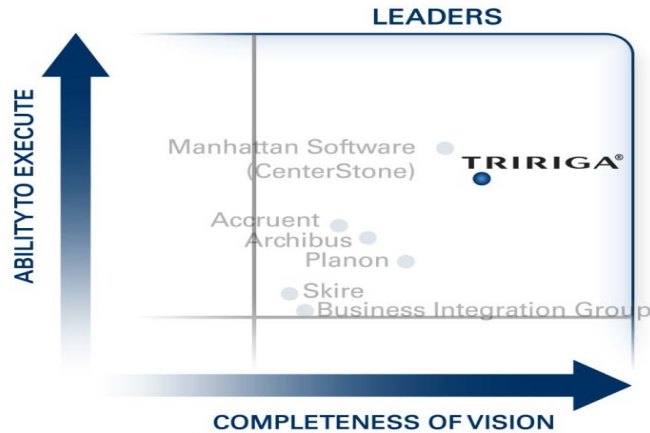
"Customer feedback is generally very positive regarding the depth, breadth and robust functionality of TRIRIGA's IWMS products." – Gartner, Integrated Workplace Management Systems, 2011

Key findings:

- Ranked highest in "Completeness of Vision"

- Recognized for market and product leadership in sustainability

- Identified as first mover/innovator on lease accounting changes

Customer Case Study – Financial Performance

imagination at work

- **General Electric's 15+ businesses require one of the largest real estate portfolios in the world**
- **Global portfolio of 385 million square feet in 13,000+ sites across 102 countries**
- **Manage 8,500+ leases and 1,300+ owned facilities**

Business Challenges

- Ad hoc and non-standardized processes – want to consolidate and standardize real estate operations
- Missed real estate opportunities due to decentralized RE operations
- Inaccurate or missing data due to 15 different data sources

Implementation

- Phase 1 – Transaction management
- Phase 2 – Portfolio planning, lease administration, financial modeling, advanced decision support
- Phase 3 – Operations and maintenance, facility management
- Phase 4 – Asset Management, Service Management (via requests and call center), Preventive Maintenance, Move and Space Management, CAD Integration

Key Results :

- Reported $198M in savings over first two years through portfolio right-sizing
- Reduced transaction cycle times from request to final approval
- Reduced risk by consolidating into a single, global process for executing transactions
- Reported $1 Billion in Cost Savings to date

Customer Case Study – Environmental Performance

NOKIA
Connecting People

- **Nokia is a global telecommunications and wireless services organization with 2006 revenues of over €41 billion euros, operating profit of €5.5 billion euros, an employee base of 68,000 employees, and operations in 130 countries worldwide.**
- **Nokia's extensive real estate portfolio consists of 480 buildings comprised of over 22 million square feet of office, R&D, production and warehouse space.**

Business Challenges

- Average occupancy costs of $104 per square foot
- 50% annual churn rate that resulted in over 28,000 moves per year
- Over 65 disparate, decentralized systems located in five different regions used to manage real estate lifecycle
- No consistency in operating processes, standards or performance metrics

Implementation

- Phase 1 – 6 months: interfaces, data migration, portfolio and lease management
- Phase 2 – 8 months: transaction management, project management, document management
- Phase 3 – 9 months: space management, operations and maintenance, self service
- Environmental Sustainability

Key Results :

- Reduced electricity energy consumption by 7% in 2006
- Reduced real estate portfolio by 3 million square feet
- Reduced annual occupancy costs by €500 million euros
- Reduced global workplace organization staff from 480 to 127 employees

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Customer Case Study – Operational Performance

BC hydro
FOR GENERATIONS

- **One of the largest electric utilities in Canada, BC Hydro generates hydroelectric power and distributes that power to 4.2 million customers in British Columbia.**
- **Owns over 4,000 properties and 122,000 agreements**
- **Owns and manages 18,200 kilometers of transmission lines, 56,000 kilometers of distribution lines**

Business Challenges

- Completes over 1,100 property contracts per year and 1,700 moves per year
- Use 11 different systems to manage their portfolio results in inaccurate and inaccessible information
- Delayed reporting of acquisitions and disposals and time consuming to generate rents or validate rent charges
- Difficult to manage projects

Implementation

- Phase 1- Market planning, deal management, portfolio management and project management
- Phase 2- Lease and transaction management, facilities management
- Implementing single solution to support multi-brands; allow information segmentation by and across brands
- Integration into Oracle financial system

Key Results :

- Properties located in a single repository provides comprehensive, reliable data
- "One Hydro" View of Properties and Assets
- Standardized processes across province
- Reduced project cycle time and service delivery costs

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Customer Case Study – Woodside Energy

Woodside is Australia's largest publicly traded oil and gas exploration and production company and one of the nation's most successful explorers, developers and producers of oil and gas, further, Woodside is one of the world's largest producers of liquefied natural gas.

Business Challenges

- Improve FIFO Housing management processes
- Manage space more efficiently
- Plan and manage consolidation of 9 offices into new Perth based, state of the art HQ Building
- Need for more automated planned maintenance system
- A system flexible enough to meet their ever changing environment that is highly configurable without the need for programmers or customisation.

Implementation

- TRIRIGA's enterprise solution was the best web-based application to help Woodside Energy structure and streamline their unique facility requirements. Through impressive workflow processes, seamless integration with SAP, automated planned maintenance tools, advanced asset tracking, and the ability to make relocations smoother and more efficient, Woodside found a comprehensive solution in TRIRIGA.

Key Results :
- **Standardized processes across province**
- **Reduced project cycle time and service delivery costs**
- **Increased integration with critical corporate business systems such as an interface with ERP financial systems**
- **Increased collaboration with external vendors\contractors**

Customer Case Study – Canadian Tire

CANADIAN TIRE ®

With more than 1,180 stores and gas bars. 90% of adult Canadians shop at Canadian, with $8.6 billion in 2007 annual revenue and more than 57,000 Canadians working in the corporation's retail, financial services, petroleum and apparel businesses, Canadian Tire is also one of Canada's largest retailers.

Business Challenges

Canadian Tire operates in five distinct, yet interrelated, brands engaged in retail, petroleum, and financial services, operating more than 1,180 stores and through its financial services offerings provides credit cards to more than 5 million people.

Manage Lifecycle projects around construction and delivery was difficult

- Needed to consolidate a multitude of disparate applications
- Required greater visibility of retail portfolio
- Better visibility of projects surrounding new store openings and retrofits

Implementation

- **The organization adopted a phased approach and strong change management principles to ensure a timely and efficient system installation.**
- **The organization delivered an efficient system conversion while they enjoyed early benefits from the single unified database, standardized processes, and web-based interface of TRIRIGA's solution.**

Key Results :

Reduced IT Total Cost of Ownership (TCO) from one software application
Increased revenue gained from reduced project cycle-times
Increased productivity to manage additional projects without more headcount
Reduced risk of missed targets through improved notification and collaboration
Increased data accuracy and consistency across all applications through a single data source and standardized reporting

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QUESTIONS?

AND THANK YOU!

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